

Mr T Shoveller
Managing Director
East Midlands Trains
Midland House
Nelson Street
Derby
DE1 2SA

5th Floor, Wellington House, Store Street,
Manchester, M1 1LQ

w www.passengerfocus.org.uk

t 0870 336 6095 f 0161 244 5981

e info@passengerfocus.org.uk

direct 07743 040261

e paul.fullwood@passengerfocus.org.uk

12 December 2008

Dear Tim

Proposal to install ticket gates at Sheffield station

I am writing to set out our concerns about the proposal to install ticket gates at Sheffield station which, as you know is a contentious issue with many users of both heavy and light rail at Sheffield station.

Firstly, I should reiterate our position that personal safety and security at stations, and ensuring that all revenue due to the railway is collected before fares rises are considered, are amongst the key concerns for passengers. Indeed our research identifying passengers' priorities for investment shows that personal safety at stations ranks in the top half of concerns, and that passenger perceptions of the value for money of their ticket is underpinned by a sense of fairness, with all passengers contributing.

Passenger Focus understands that installing automatic ticket gates can help deliver against these objectives and therefore has been broadly supportive of this initiative in other situations. However, we have always tempered our support with the concern that ticket gates are one of the possible delivery methods in support of these objectives and that any proposed scheme must be sensitive to local needs.

In the specific case of Sheffield, we remain concerned that the installation of ticket gates on the overbridge will impede the flow of passengers between the tram stop and the bus interchange and City Centre. We acknowledge the proposal you have outlined for the "residents' pass" however, in our opinion, however widely available you make the application procedure for this pass it will inhibit the turn up and go nature of public transport and reduce access to the City Centre for tram passengers.



I understand that your consultants have examined alternative ways of reducing revenue loss apart from installing ticket gates. It would be helpful if you could share those considerations, together with an estimate of the revenue you would recoup by the installation to help inform the debate.

I look forward to hearing from you.

Yours sincerely

Paul Fullwood

Paul Fullwood
Passenger Link Manager